

# 客戶重要通知

## Important Notice to Customers



### About Online Personal/Enterprise Banking / Personal Mobile Banking / FortuneLink Mobile App Services / Business Mobile App / Host-to-Host Solution / “Faster Payment System” / “Payment Connect” Services Notice

In view of system maintenance works, the following Service(s) will be temporarily suspended during the following time period. Customers are advised to make necessary arrangement in advance.

| Affected System                                | Suspended Services                                                                                                                        | Suspension Period                        |                                         |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------------|
|                                                |                                                                                                                                           | Start Time                               | End Time                                |
| Online Personal Banking                        | <ul style="list-style-type: none"> <li>eIPO</li> <li>Securities Trading (All markets)</li> <li>Open Securities Trading Account</li> </ul> | Nov 15, 2025<br>(Saturday)<br>12:30 p.m. | Nov 15, 2025<br>(Saturday)<br>9:00 p.m. |
| Personal Mobile Banking                        | <ul style="list-style-type: none"> <li>eIPO</li> <li>Securities Trading (All markets)</li> <li>Open Securities Trading Account</li> </ul> |                                          |                                         |
| FortuneLink Mobile App                         | <ul style="list-style-type: none"> <li>All Securities Related Services</li> </ul>                                                         |                                          |                                         |
| Online Enterprise Banking                      | <ul style="list-style-type: none"> <li>All Securities Related Services</li> </ul>                                                         |                                          |                                         |
| Online Personal Banking                        | <ul style="list-style-type: none"> <li>All Services</li> </ul>                                                                            | Nov 16, 2025<br>(Sunday)<br>0:00 a.m.    | Nov 16, 2025<br>(Sunday)<br>6:00 a.m.   |
| Personal Mobile Banking                        |                                                                                                                                           |                                          |                                         |
| FortuneLink Mobile App                         |                                                                                                                                           |                                          |                                         |
| Online Enterprise Banking                      |                                                                                                                                           |                                          |                                         |
| Business Mobile App                            |                                                                                                                                           |                                          |                                         |
| Host-to-Host Solution                          |                                                                                                                                           |                                          |                                         |
| “Faster Payment System” /<br>“Payment Connect” |                                                                                                                                           |                                          |                                         |

Please contact our Bank staff at +852 2779 5533 (for personal customers) or +852 2903 8366 (for corporate customers) if you have any queries.

Sorry for any inconvenience caused.

FOR POSTING: Nov 2025

